

LTCI VIRTUAL VISIT TOOLKIT: Ad Hoc or Proactive Virtual Visit?

	Unscheduled/Ad Hoc Medical Consultation	Scheduled Proactive Visit
VISIT METHODS	An unscheduled / ad hoc nurse - physician communication about an individual resident's medical concern(s) that require input (via phone, fax, virtual technology, or in person).	A pre-scheduled nurse - physician communication time, to review the overall health status of 1+ residents' (via phone, fax, virtual technology, or in person).
SCHEDULING	<p>Unscheduled.</p> <p>Call the MRP during M-F business hours.</p> <p>Call the <i>LTCI After-Hours Call Group</i> during evenings, weekends, and statutory holidays.</p>	<p>Scheduled in advance (by facility team or physician).</p> <p>M-F during business hours.</p>
FREQUENCY	As needed.	Every 4 to 6 weeks (recommended).
PREPARATION	<p>May use the <i>Daytime MRP Communication SBAR</i> (to contact the MRP or locum during business hours).</p> <p>Use the <i>LTCI After-Hours Communication SBAR</i> during evenings, weekends, and statutory holidays.</p>	<p>Nurse to note and compile any resident medical issues to be discussed, and to have access to health record.</p> <p>Physician to have online access to electronic health record for pre-review (preferred).</p>
MEETING LENGTH	Focused, brief.	30 - 45 minutes, or as agreed to by nurse and physician.
FOLLOW-UP	<p><u>Physician:</u> May document in the Electronic Health Record via remote access (preferred), or fax the progress note and orders, for inclusion in the paper health record, to the facility.</p> <p><u>Nurse:</u> (<i>Daytime M-F</i>): Transcribe telephone orders as necessary. (<i>After-Hours</i>): Complete the <i>LTCI After-Hours Communication SBAR</i> and follow-up as indicated. Ensure orders are transcribed in the chart.</p>	<p><u>Physician:</u> May document in Electronic Health Record via remote access (preferred), or fax the progress note and orders, for inclusion in the paper health record, to the facility.</p> <p><u>Nurse:</u> Transcribe telephone orders as necessary.</p>